



Seshadripuram Institute of Commerce
and Management

Report on Student Satisfaction Survey – 2024-25

Student Satisfaction Survey Academic Year –2024-25

This report presents the findings of the Student Satisfaction Survey (SSS) conducted during the academic year- 2024-25 at Seshadripuram Institute of Commerce and Management, an affiliated college under Bengaluru City University. The aim of the survey was to gather student feedback on various aspects of their academic experience and their learning experience at the college.

The SSS, conducted within the framework of the National Assessment and Accreditation Council (NAAC) guidelines, employs a 4-point Likert-type scale. This scale allows students to rate their satisfaction on a graded scale from 1 (worst) to 4 (best) experience. NAAC uses a numeric score calculated as the overall mean to serve as the key indicator for SSS. This survey demonstrates our commitment to fostering a sensitive environment where student voices are heard and valued.

We would like to extend sincere gratitude to all participating students for their valuable feedback and to the Class counsellors for facilitating this process. All stakeholders - students, faculty, and management are deeply committed to the betterment of the college and to foster a vibrant academic environment. This report is a testament to that commitment.

Collected and analyzed by

IQAC

Seshadripuram Institute of Commerce and Management

Details of the survey

The survey was conducted online via 'Google Form'. This method was chosen due to its familiarity, accessibility and ease. The survey was circulated on 14th June 2025; the students were thus given a 3-day window in which to complete the survey. The G- form was circulated among all students of the institution studying across first, second and final years from B. Com, BBA programs and first years from BCA.

Basic Statistics -

Total number of respondents:	560
Total number of female respondents:	240
Total number of male respondents:	320
B. Com Respondents:	414
BBA Respondents:	91
BCA Respondents:	55

Analysis Structure

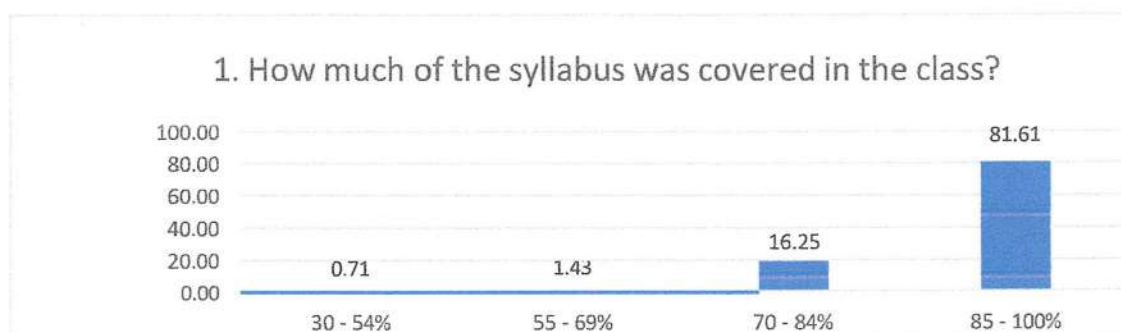
The Survey questionnaire is taken from the NAAC Guidelines for student satisfaction survey. The questionnaire is based on the Likert type scale that means the responses are scaled on a scale of 1 to 4, with the most positive response being rated as 4 and the most negative response being rated as 1. The score emerging out of the survey is part of the second criterion on Teaching—Learning and Evaluation, out of the seven NAAC criteria. The questionnaire consists of several facets of the teaching learning process. Questions vary from specific teaching skills of the teacher, to his overall approach to the educational process. Specific skills of the teacher like, subject knowledge, communication skills, class preparation, and use of ICT tools are part of the questionnaire. The overall approach of the teacher and institution with respect to providing the right environment, motivation, interpersonal relationships, feedback etc.

For conducting the analysis, as stated by NAAC in the same guideline, students have responded on a scale of 4 to 1, with the most positive response rated as 4 and most negative response rated as 1. The mean score for each question is calculated and the overall mean will be arrived at. This figure will range from 4 to 1 and will give the mean satisfaction level of the students for the particular institute. This figure in the range of 4 to 1 will be the score of key indicators

‘Student Satisfaction Survey’ (2.7.1) which is part of criterion II on Teaching – Learning and Evaluation.

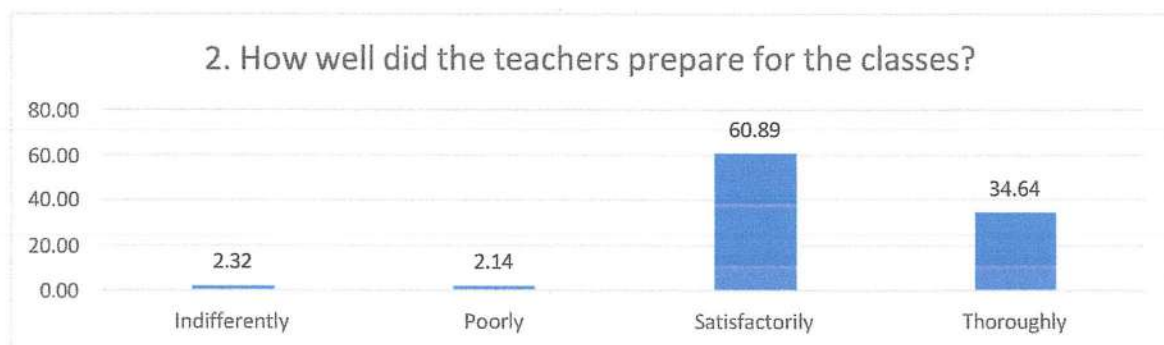
Question wise analysis

1. How much of the syllabus was covered in the class?			
Particulars	% Response	Number of responses	Mean score
30 - 54%	0.71	4	
55 - 69%	1.43	8	
70 - 84%	16.25	91	
85 - 100%	81.61	457	
Total	100	560	3.79



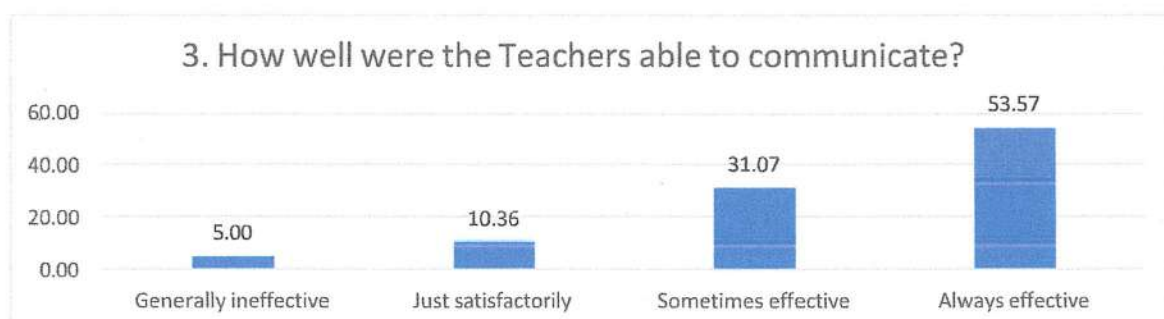
The majority of students (81.61%) reported that **85–100% of the syllabus** was covered in class, reflecting effective syllabus completion. Only a small portion (2.14%) indicated coverage below 70%. The overall **mean score of 3.79** out of 4 suggests a high level of syllabus completion across courses.

2.How well did the teachers prepare for the classes? (1 being 1 and 4 being 4)			
Particulars	% Response	Number of responses	Mean score
Indifferently	2.32	13	0.02
Poorly	2.14	12	0.04
Satisfactorily	60.89	341	1.83
Thoroughly	34.64	194	1.39
Total	100	560	3.28



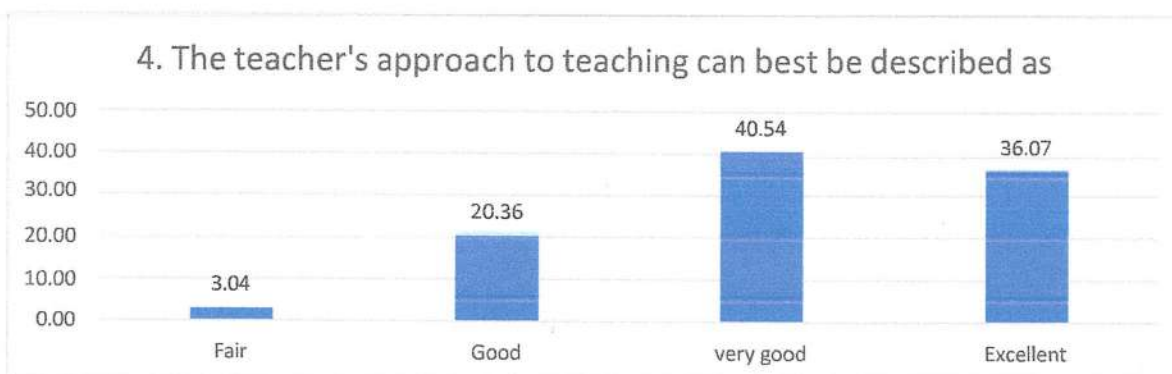
The feedback on teacher preparation indicates a strong positive response from students. A significant majority, **60.89%**, felt that the teachers were satisfactorily prepared for their classes, while **34.64%** believed that teachers were thoroughly prepared. Only a small fraction of students rated the preparation as indifferent (**2.32%**) or poor (**2.14%**). This clearly shows that more than **95%** of the students appreciated the level of preparedness demonstrated by the faculty, reflecting a commendable commitment to effective teaching.

3.How well were the Teachers able to communicate?			
Particulars	% Response	Number of responses	Mean score
Generally ineffective	5.00	28	0.05
Just satisfactorily	10.36	58	0.21
Sometimes effective	31.07	174	0.93
Always effective	53.57	300	2.14
Total	100	560	3.33



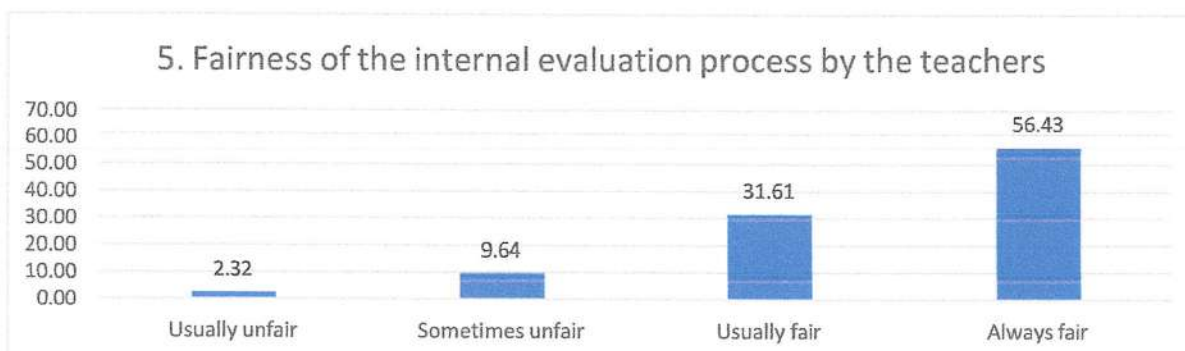
Over half of the respondents (**53.57%**) found the teachers **always effective** in communication, while **31.07%** rated them as **sometimes effective**. Only **15.36%** found communication just satisfactory or ineffective. The overall **mean score of 3.33** indicates that teachers communicated well with students.

4.The teacher's approach to teaching can best be described as			
Particulars	% Response	Number of responses	Mean score
Fair	3.04	17	0.03
Good	20.36	114	0.41
very good	40.54	227	1.22
Excellent	36.07	202	1.44
Total	100	560	3.10



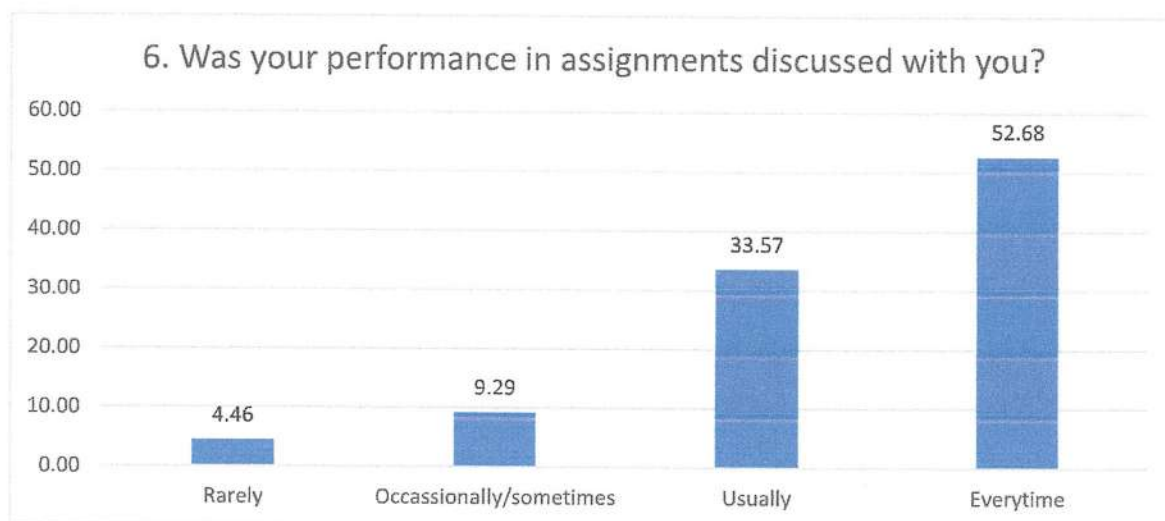
A majority of students rated the teacher's approach to teaching as **very good (40.54%)** or **excellent (36.07%)**, reflecting a highly positive perception. Only a small fraction (**3.04%**) found it just fair. The overall **mean score of 3.10** suggests that the teaching approach was generally appreciated and effective.

5. Fairness of the internal evaluation process by the teachers			
Particulars	% Response	Number of responses	Mean score
Usually, unfair	2.32	13	0.02
Sometimes unfair	9.64	54	0.19
Usually, fair	31.61	177	0.95
Always fair	56.43	316	2.26
Total	100	560	3.42



The fairness of the internal evaluation process by teachers received a strong positive response, with **56.43%** of students rating it as **always fair** and **31.61%** as **usually fair**. Only a small portion felt it was unfair. The **mean score of 3.42** indicates that the evaluation process is widely perceived as just and unbiased.

6. Was your performance in assignments discussed with you?			
Particulars	% Response	Number of responses	Mean score
Rarely	4.46	25	0.04
Occasionally/sometimes	9.29	52	0.19
Usually	33.57	188	1.01
Every time	52.68	295	2.11
Total	100	560	3.34



A majority of students indicated that their performance in assignments was discussed with them, with **52.68%** stating it happened **every time** and **33.57%** saying it occurred **usually**. Only a small percentage reported rare or occasional discussions. The **mean score of 3.34** reflects a strong level of consistency and engagement by faculty in providing feedback on assignments.

7. The institute takes active interest in promoting internship, student exchange and field visit opportunities for students.			
Particulars	% Response	Number of responses	Mean score
Rarely	8.21	46	0.0821429
Occasionally/sometimes	10.71	60	0.2142857
Usually	32.50	182	0.975

Every time	48.57	272	1.9428571
Total	100	560	3.21

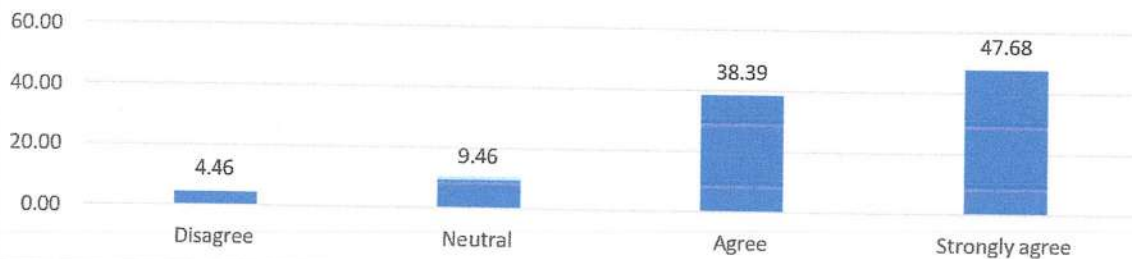
7. The institute takes active interest in promoting internship, student exchange and field visit opportunities for students.



A significant majority of students acknowledged the institute's consistent efforts in promoting internships, student exchange, and field visits, with **48.57%** affirming such initiatives happen **every time** and **32.50%** saying they occur **usually**. The **mean score of 3.21** indicates strong institutional commitment to enhancing students' experiential learning opportunities.

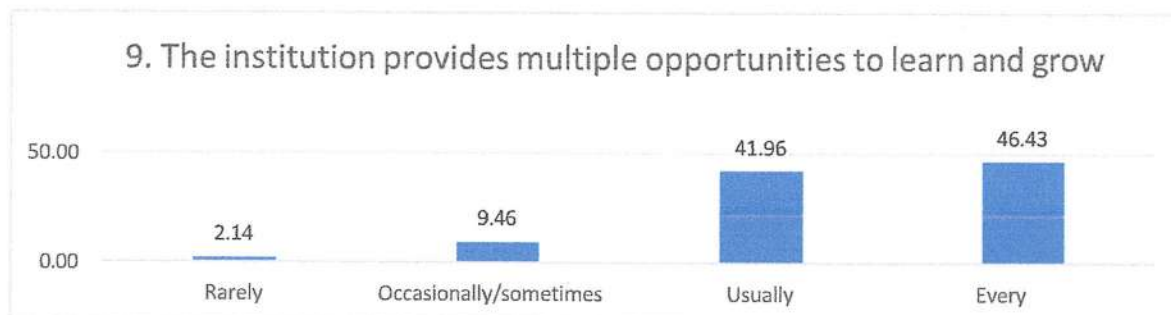
8.The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.			
Particulars	% Response	Number of responses	Mean score
Disagree	4.46	25	0.0446429
Neutral	9.46	53	0.1892857
Agree	38.39	215	1.1517857
Strongly agree	47.68	267	1.9071429
Total	100	560	3.29

8.The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



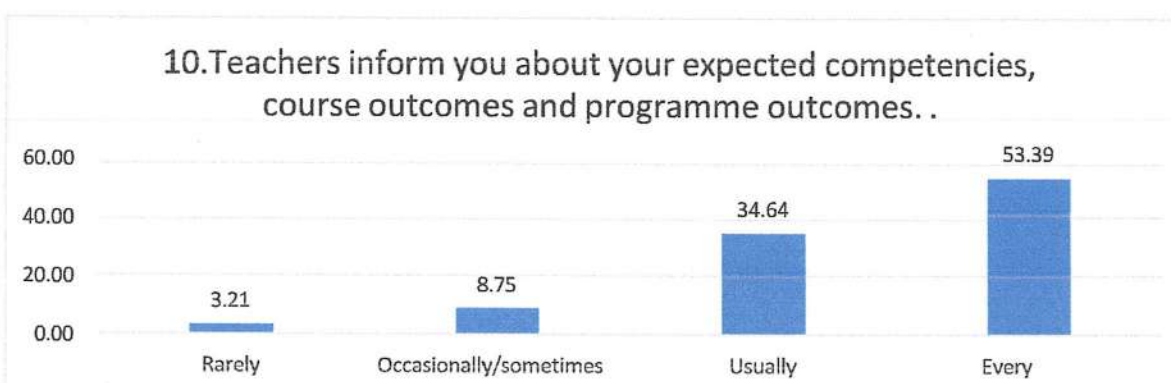
A large proportion of students felt positively about the teaching and mentoring process in the institution, with **47.68% strongly agreeing** and **38.39% agreeing** that it supports their cognitive, social, and emotional growth. The **mean score of 3.29** reflects an overall high level of satisfaction with the developmental support provided.

9.The institution provides multiple opportunities to learn and grow			
Particulars	% Response	Number of responses	Mean score
Rarely	2.14	12	0.0214286
Occasionally/sometimes	9.46	53	0.1892857
Usually	41.96	235	1.2589286
Every time	46.43	260	1.8571429
Total	100	560	3.33



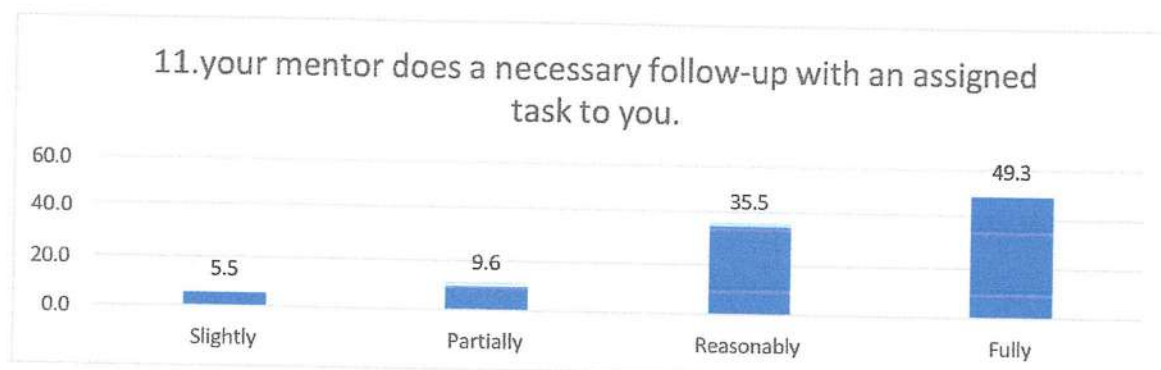
A majority of students acknowledged that the institution provides ample opportunities to learn and grow, with **46.43% responding "Every time"** and **41.96% "Usually."** The high **mean score of 3.33** reflects strong student satisfaction regarding learning and developmental opportunities offered.

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.			
Particulars	% Response	Number of responses	Mean score
Rarely	3.21	18	0.0321429
Occasionally/sometimes	8.75	49	0.175
Usually	34.64	194	1.0392857
Every time	53.39	299	2.1357143
Total	100	560	3.38



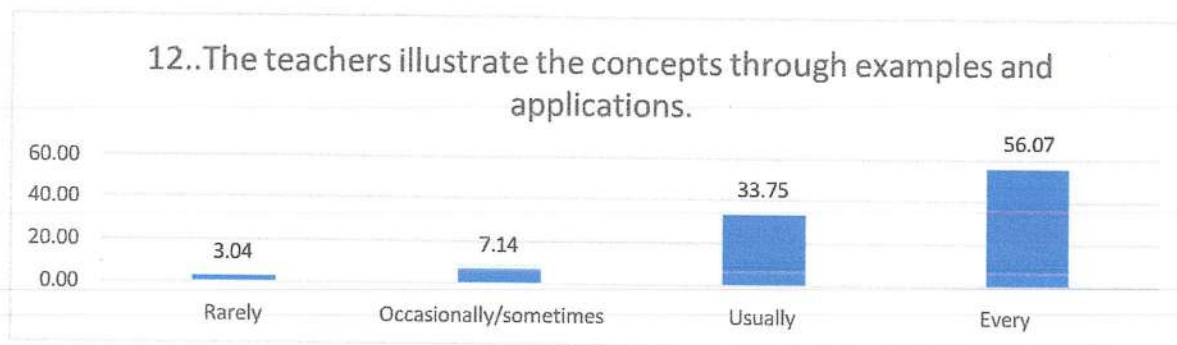
A significant portion of students (**53.39%**) stated that teachers **consistently inform them about expected competencies, course outcomes, and programme outcomes**, while **34.64%** indicated this happens “Usually.” The overall **mean score of 3.38** highlights a strong level of communication and clarity provided by the teaching staff regarding academic expectations.

11.your mentor does a necessary follow-up with an assigned task to you.			
Particulars	% Response	Number of responses	Mean score
Slightly	5.5	31	0.06
Partially	9.6	54	0.19
Reasonably	35.5	199	1.07
Fully	49.3	276	1.97
Total	100	560	3.29



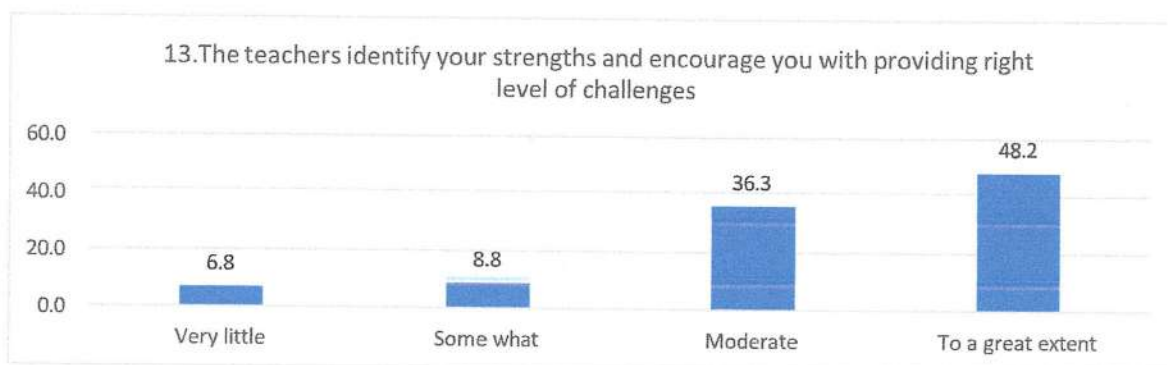
A majority of students (**49.3%**) reported that their mentors **fully follow up** on assigned tasks, and **35.5%** said the follow-up was done **reasonably well**. With a **mean score of 3.29**, the data reflects a high level of mentor engagement and effective task monitoring.

12..The teachers illustrate the concepts through examples and applications.			
Particulars	% Response	Number of responses	Mean score
Rarely	3.04	17	0.030
Occasionally/sometimes	7.14	40	0.143
Usually,	33.75	189	1.013
Every time	56.07	314	2.243
Total	100	560	3.43



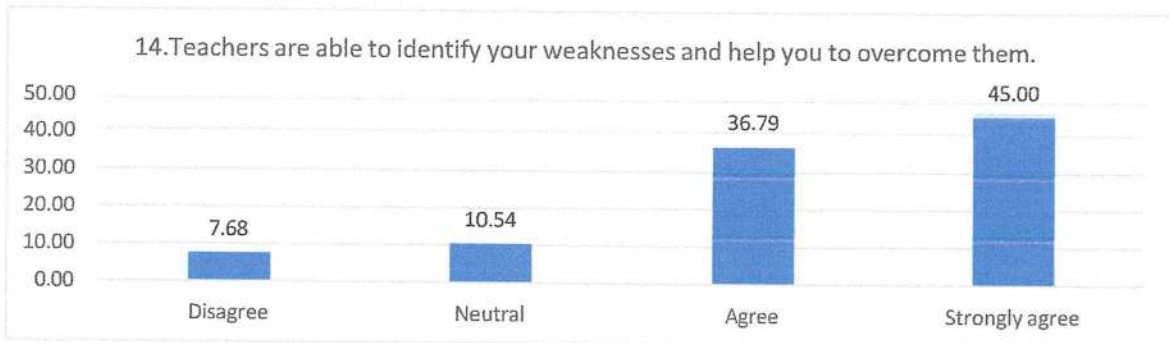
A significant majority of students (**56.07%**) affirmed that teachers **always** illustrate concepts using examples and applications, while **33.75%** said this happens **usually**. With a **mean score of 3.43**, the feedback indicates that the teaching methodology is **highly application-oriented and effective**.

13.The teachers identify your strengths and encourage you with providing right level of challenges			
Particulars	% Response	Number of responses	Mean score
Very little	6.8	38	0.0678571
Some what	8.8	49	0.175
Moderate	36.3	203	1.0875
To a great extent	48.2	270	1.9285714
Total	100.0	560	3.26



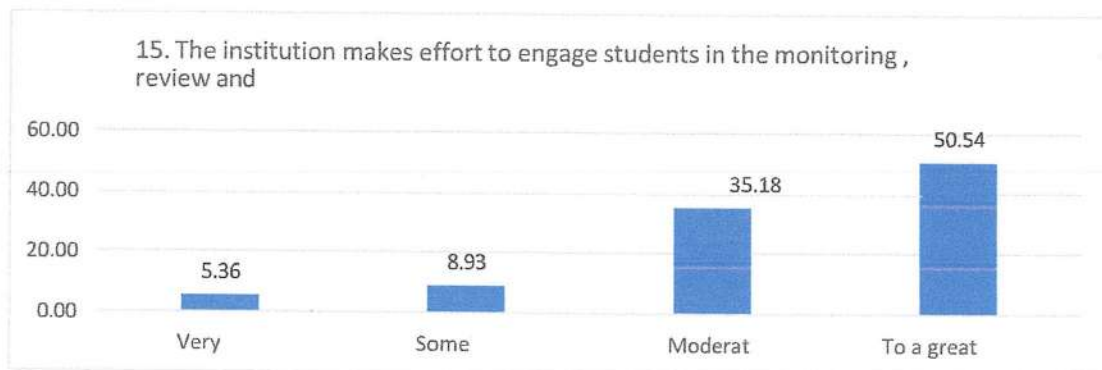
Nearly half of the respondents (**48.2%**) felt that teachers **to a great extent** identify their strengths and provide appropriate challenges, while **36.3%** rated it as **moderate**. With a **mean score of 3.26**, the responses suggest that teachers are **proactive in recognizing student strengths and fostering growth through suitable academic challenges**.

14. Teachers are able to identify your weaknesses and help you to overcome them.			
Particulars	% Response	Number of responses	Mean score
Disagree	7.68	43	0.0767857
Neutral	10.54	59	0.2107143
Agree	36.79	206	1.1035714
Strongly agree	45.00	252	1.8
Total	100	560	3.19



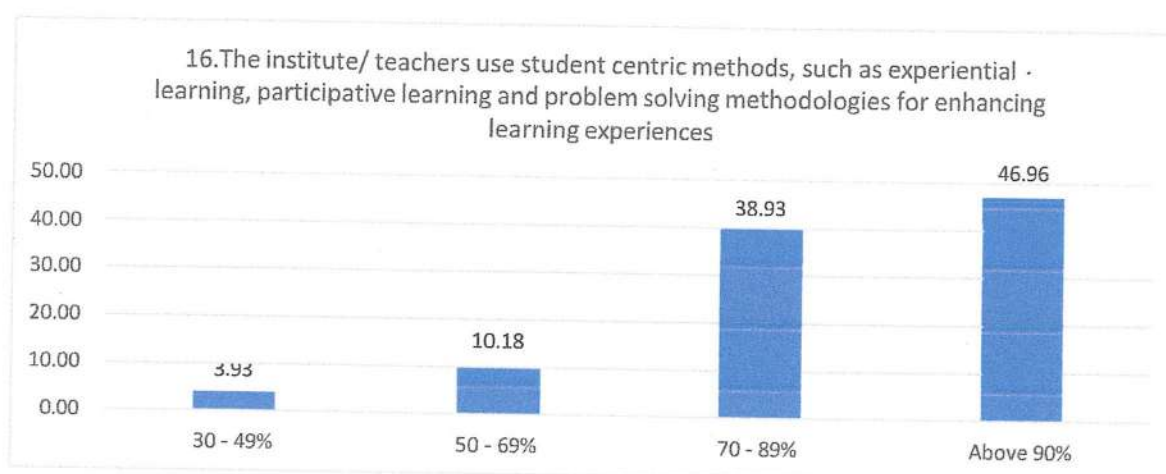
A combined **81.79%** of students either **agreed** (36.79%) or **strongly agreed** (45.00%) that teachers are able to identify their weaknesses and help them overcome them. With a **mean score of 3.19**, the data reflects a **positive perception of the supportive role** played by teachers in addressing students' learning gaps.

15. The institution makes effort to engage students in the monitoring , review and continuous quality improvement of the teaching learning process.			
Particulars	% Response	Number of responses	Mean score
Very little	5.36	30	0.0535714
Some what	8.93	50	0.1785714
Moderate	35.18	197	1.0553571
To a great extent	50.54	283	2.0214286
Total	100	560	3.31



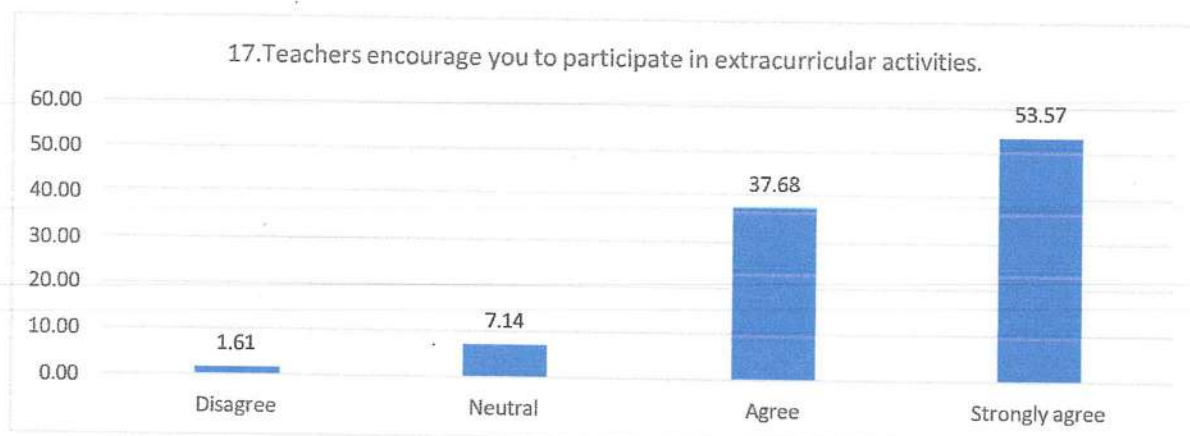
A total of **85.72%** of students indicated that the institution engages them either **moderately (35.18%)** or to a **great extent (50.54%)** in the monitoring, review, and continuous quality improvement of the teaching-learning process. With a **mean score of 3.31**, this indicates a **strong institutional commitment** to involving students in quality enhancement initiatives.

16.The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences			
Particulars	% Response	Number of responses	Mean score
30 - 49%	3.93	22	0.0392857
50 - 69%	10.18	57	0.2035714
70 - 89%	38.93	218	1.1678571
Above 90%	46.96	263	1.8785714
Total	100	560	3.29



A significant **85.89%** of students felt that student-centric methods are used to a **considerable extent (70% and above)**, with **46.96%** rating it above 90%. The **mean score of 3.29** reflects that the institute and teachers effectively adopt **experiential, participative, and problem-solving methods** to enhance the learning experience.

17.Teachers encourage you to participate in extracurricular activities.			
Particulars	% Response	Number of responses	Mean score
Disagree	1.61	9	0.02
Neutral	7.14	40	0.14
Agree	37.68	211	1.13
Strongly agree	53.57	300	2.14
Total	100	560	3.43

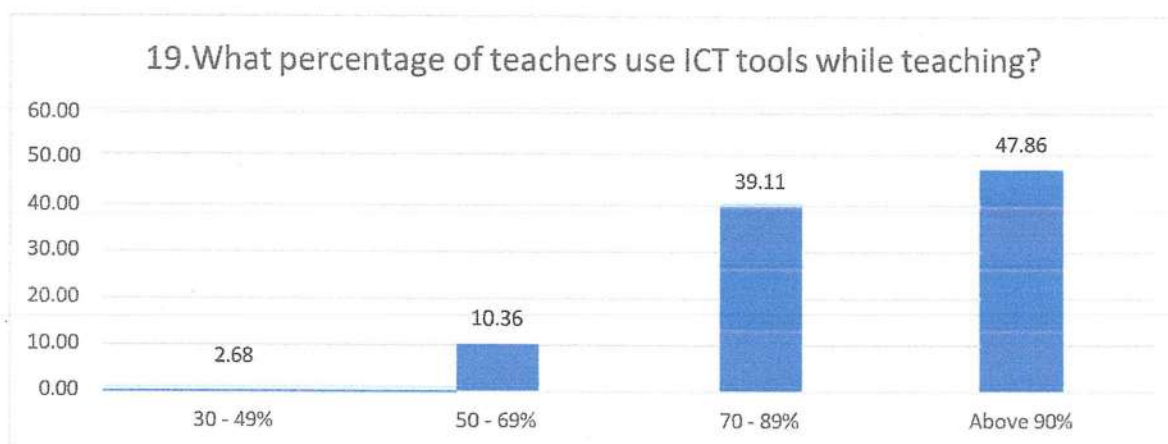


A majority of students (**91.25%**) agreed that teachers actively encourage participation in extracurricular activities, with **53.57%** strongly agreeing. The high **mean score of 3.43** indicates a strong institutional culture that promotes holistic student development beyond academics.

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.			
Particulars	% Response	Number of responses	Mean score
Disagree	3.21	18	0.0321429
Neutral	6.79	38	0.1357143
Agree	36.79	206	1.1035714
Strongly agree	53.21	298	2.1285714
Total	100	560	3.40

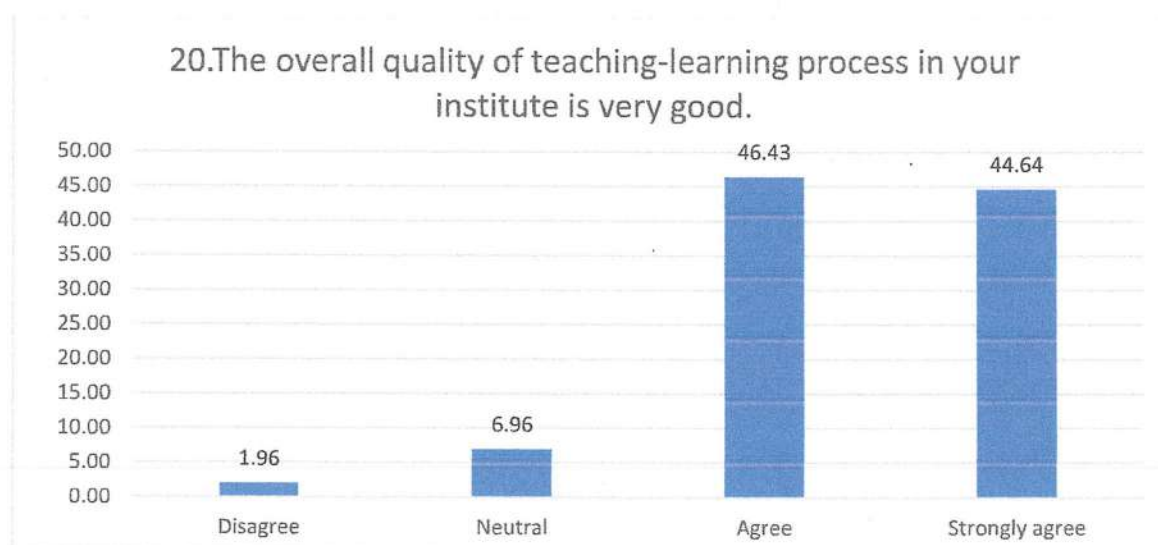
A significant majority of students (**90%**) felt that the institute and teachers make commendable efforts to inculcate **soft skills, life skills, and employability skills**, with **53.21%** strongly agreeing. The **mean score of 3.40** reflects consistent initiatives toward career readiness and holistic development.

19. What percentage of teachers use ICT tools while teaching?			
Particulars	% Response	Number of responses	Mean score
30 - 49%	2.68	15	0.0267857
50 - 69%	10.36	58	0.2071429
70 - 89%	39.11	219	1.1732143
Above 90%	47.86	268	1.9142857
Total	100	560	3.32



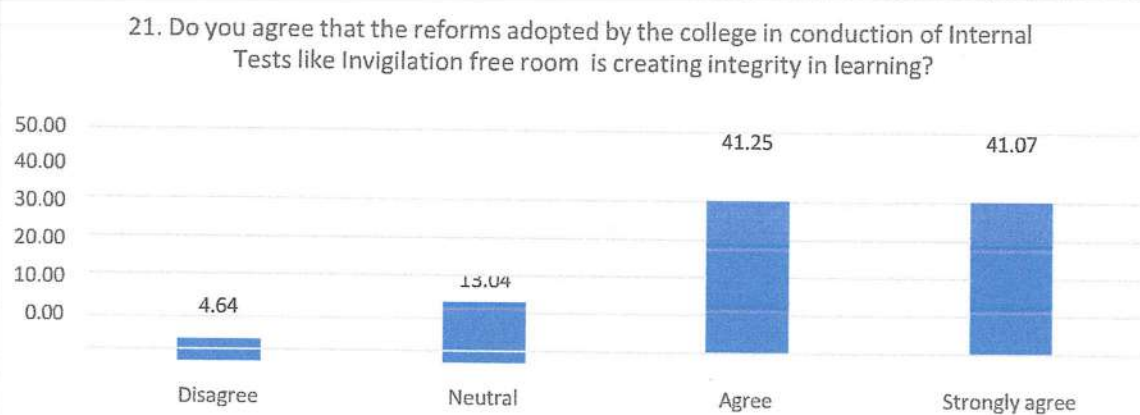
A large portion of students (**86.97%**) observed that **more than 70% of teachers use ICT tools** while teaching. With a **mean score of 3.32**, the data highlights the institute's strong integration of digital tools to enhance classroom learning.

20. The overall quality of teaching-learning process in your institute is very good.			
Particulars	% Response	Number of responses	Mean score
Disagree	1.96	11	0.0196429
Neutral	6.96	39	0.1392857
Agree	46.43	260	1.3928571
Strongly agree	44.64	250	1.7857143
Total	100	560	3.34



A significant **91.07%** of students either agreed or strongly agreed that the **overall quality of the teaching-learning process** is very good. With a **mean score of 3.34**, this indicates high satisfaction with the academic environment and instructional standards.

21. Do you agree that the reforms adopted by the college in conduction of Internal tests like Invigilation free room is creating integrity in learning?			
Particulars	% Response	Number of responses	Mean score
Disagree	4.64	26	0.0464286
Neutral	13.04	73	0.2607143
Agree	41.25	231	1.2375
Strongly agree	41.07	230	1.6428571
Total	100	560	3.19



A total of **82.32%** of students agreed or strongly agreed that the **invigilation-free room reform** promotes **integrity in learning**, reflecting a positive reception of the internal test reforms. The **mean score of 3.19** suggests a generally favorable perception, though some neutrality and mild disagreement indicate room for further clarity or improvement.

22. Give three observation / Suggestions to improve the overall teaching- learning experience in your institution.

Positive Observations

1. Teaching Quality:

Majority praised the teaching quality as very good, highlighting that teachers are friendly, use practical examples, and create an interactive learning environment.

2. Concept Clarity:

Many students appreciated the use of real-life examples which helped in understanding concepts easily.

3. Faculty Support:

Students acknowledged that faculty were encouraging, supportive, and promoted extracurricular activities.

Suggestions for Improvement

Academic Delivery

1. Early Completion of Syllabus:

Requests to start classes and complete syllabus early to allow time for revision.

2. Regular Assessments:

Suggestions to conduct tests/quizzes regularly to boost preparedness.

3. Provide Study Material:

Demand for proper notes, model question papers, and previous year papers.

4. Reduce Overreliance on ICT Tools:

Encourage use of varied teaching methods to avoid monotonous classes.

5. Practical Exposure

Increase Practical Learning: Students asked for more practical-oriented teaching and industrial visits.

6. Internships:

Need for compulsory internships and career-oriented exposure to improve employability.

7. Expert Talks:

Desire for guest lectures or expert sessions in more subjects.

Student Engagement & Support

1. Student Participation: Encourage students to explain concepts, engage in debates and discussions.

2. Personal Feedback: Teachers should offer individual feedback on behavior and academics to support student growth.

3. Identify Strengths & Weaknesses: Personalized mentoring to help students recognize and improve on their capabilities.

Administrative/Policy Concerns

1. No Invigilation Room: Strong opposition to “no-invigilation rooms” during internal exams — viewed as unfair.

2. Faculty Quality: Suggestions to train new staff and avoid hiring inexperienced teachers.

3. Faculty Behavior: Students seek non-confrontational faculty who accept feedback and avoid arguments.

Overall feedback -

The teaching-learning environment is largely appreciated for being student-friendly and effective, but students seek more structure, fairness, and practical exposure to enhance their academic journey

Student Satisfaction Survey - 2024-25

Overall Analysis Sheet

SL. No	Parameters	Scores
1	How much of the syllabus was covered in the class?	3.79
2	How well did the teachers prepare for the classes?	3.28
3	How well were the Teachers able to communicate?	3.33
4	The teacher's approach to teaching can best be described as	3.1
5	Fairness of the internal evaluation process by the teachers	3.42
6	Was your performance in assignments discussed with you?	3.34
7	The institute takes active interest in promoting internship, student exchange and field visit opportunities for students.	3.21
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	3.29
9	The institution provides multiple opportunities to learn and grow	3.33
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.38
11	your mentor does a necessary follow-up with an assigned task to you.	3.29
12	The teachers illustrate the concepts through examples and applications.	3.43
13	The teachers identify your strengths and encourage you with providing right level of challenges	3.26
14	Teachers are able to identify your weaknesses and help you to overcome them.	3.19
15	The institution makes effort to engage students in the monitoring , review and continuous quality improvement of the teaching learning process.	3.31
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences	3.29
17	Teachers encourage you to participate in extracurricular activities.	3.43
18	Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	3.4
19	What percentage of teachers use ICT tools while teaching?	3.32
20	The overall quality of teaching-learning process in your institute is very good.	3.34
21	Do you agree that the reforms adopted by the college in conduction of Internal tests like Open Book System, Invigilation free room and open question system is creating integrity in learning?	3.19
	Total	69.92
	OVERALL MEAN SCORE	3.32


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